

Date: August 4, 2000

BQA – 00-057

To:	Certified Mental Health and AODA Programs	CMHA - 12
	Community Based Residential Facilities	CBRF - 25
	Facilities for the Developmentally Disabled	FDD - 21
	Home Health Agencies	HHa - 20
	Hospices	HSPC - 23
	Hospitals	HOSP - 25
	Licensed Adult Family Homes	AFH - 18
	Nurse Aide Training Programs	NATP - 17
	Nursing Homes	NH - 32
	Residential Care Apartment Complexes	RCAC - 17
	Rural Health Clinics	RHC - 15

From: Donna Cochems, Chief  
Caregiver Regulation and Investigation Section

Via: Susan Schroeder, Director  
Bureau of Quality Assurance

<p><b>The Wisconsin Caregiver Program Manual Available On-Line</b></p>
--

The purpose of this memo is to notify entities that the Bureau of Quality Assurance (BQA) has developed a user-friendly on-line manual for entities regulated by BQA. The Wisconsin Caregiver Program Manual provides detailed information about the Caregiver Law as it relates to BQA regulated entities.

While the Wisconsin Caregiver Law applies to all entities regulated by the Department of Health and Family Services (DHFS), the manual focuses on entities regulated by BQA and is designed to provide clear policy and procedure direction for these entities. It is intended to assist entity owners, employees, staffing agencies and nonclient residents in understanding their roles and responsibilities under the Wisconsin Caregiver Law. You will find the manual at:

[www.dhfs.state.wi.us/rl\\_DSL/caregiver/CgvrProgMan.htm](http://www.dhfs.state.wi.us/rl_DSL/caregiver/CgvrProgMan.htm)

The manual contains the most up-to-date information, based on s.50.065, Stats. and Chapters HFS 12 and 13 of the Wisconsin Administrative Code, in an easy to understand format. It includes the following chapters and appendices:

- Chapter 1 – Introduction
- Chapter 2 – Employee Background Check Process
- Chapter 3 – Entity Owner & Nonclient Resident Background Check Process
- Chapter 4 – Findings, Convictions & Limitations

- Chapter 5 – The Rehabilitation Review Process
- Chapter 6 – Misconduct Reporting & Investigations
- Appendix I – Caregiver Program Forms
- Appendix II – State Repository Contact Information
- Appendix III – Offenses Affecting Caregiver Eligibility
- Appendix IV – Caregiver Program Regulations
- Appendix V – Other Programs
- Appendix VI – Suggested Resources
- Appendix VII – Acronyms and Terminology

The on-line manual will not be distributed in hard copy but you may wish to print a copy for your use. The manual will be reviewed frequently and kept up-to-date so be sure to check the website for updates.

### **Website Access**

The DHFS website has a new look. To find information on the Wisconsin Caregiver Program, please go to [www.dhfs.state.wi.us](http://www.dhfs.state.wi.us), click on “Licensing” and then on “Caregiver Program (including background checks)”. This will take you to the Caregiver Program site where you will find the manual, forms, rules and regulations and contact information for the Wisconsin Caregiver Program. You can access the Caregiver Program site directly at:

[www.dhfs.state.wi.us/caregiver/index.htm](http://www.dhfs.state.wi.us/caregiver/index.htm).

### **Contact Information**

The Caregiver Regulation and Investigation Section (CRIS) of BQA is now available by e-mail, as well as by phone.

- If you need further assistance regarding the Caregiver Program, please contact CRIS by phone at (608) 261-7650 or by e-mail at [Caregiver\\_Intake@dhfs.state.wi.us](mailto:Caregiver_Intake@dhfs.state.wi.us).
- For further information regarding the Nurse Aide Directory, please contact the Directory by phone at (608) 267-2374 or by e-mail at [Wi\\_Nurse\\_Aide\\_Directory@dhfs.state.wi.us](mailto:Wi_Nurse_Aide_Directory@dhfs.state.wi.us).

Be sure to include the underscore between words (i.e., Caregiver\_Intake, Wi\_Nurse\_Aide\_Directory).

By Shari Busse, 7-3225, DSL/BQA/CRIS, M:/cc-draft/Wi Caregiver Program Manual  
memo.doc